American Dynamics
A Tyco International Company

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Thank you for purchasing our American Dynamics victor Unified Video Management System and/or VideoEdge Network Video Recorder products. We have improved our licensing mechanism to provide better service and faster turn-around. Instructions are provided below on how to register your victor site manager software and/or VideoEdge NVR software on the new and improved Online Auto Registration Form.

A. Pre-Requisite

1. **Software Serial Number:** The software serial number will be printed on a label of the software disc jewel case or sleeve:

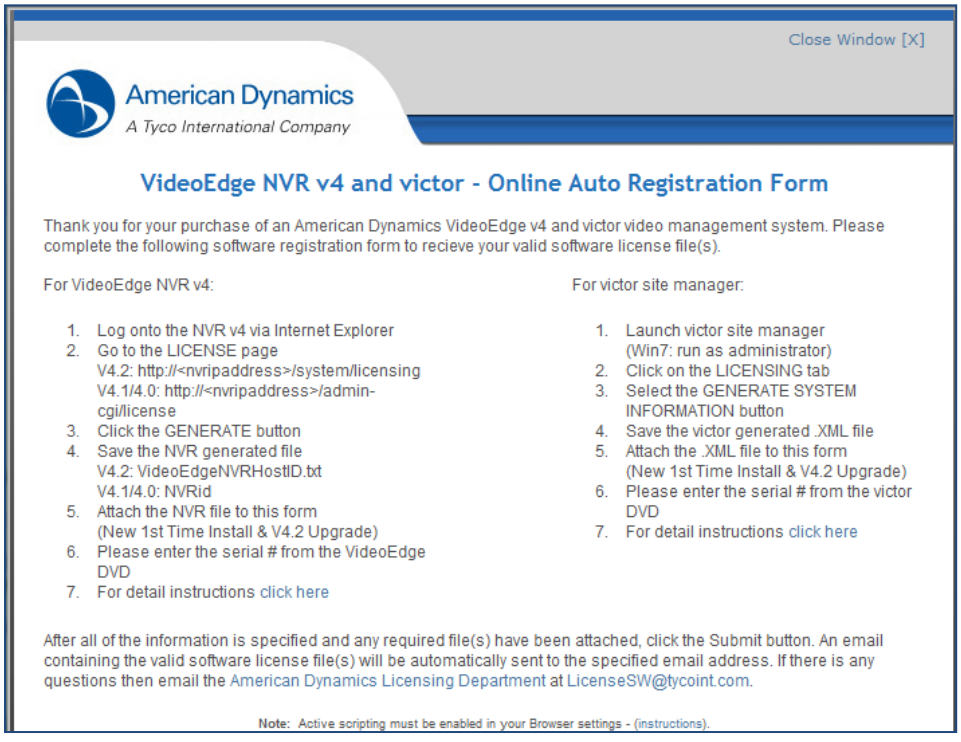
SW SERIAL NUMBER	V4.0x	V4.1x	V4.2
victor site manager	ESSxxxxxxxxxxxx	ESSxxxxxxxxxxxx	ESSxxxxxxxxxxxx
VideoEdge NVR	NV4xxxxxxxxxxx	NV4xxxxxxxxxxx	NV4xxxxxxxxxxx

***NOTE**: It is required for registration as your proof-of-purchase that is associated with a specific software product and configuration.*

2. **Software-Generated File:** The software should already be installed on the designated system that meets/exceeds the recommended system requirements. Refer to the user manual or instructions summary below on how to obtain the software-generated file:

SW GENERATED FILE	V4.0x	V4.1	V4.2
victor site manager	.XML (x86 Based) *(Do Not Change File Type)*	.XML (x86 Based) *(Do Not Change File Type)*	.XML **(x86 or x64 Based)** *(Do Not Change File Type)*
VideoEdge NVR	NVRid-xxxxxxxxxxx *(Do Not Change File Name)*	NVRid-xxxxxxxxxxx *(Do Not Change File Name)*	**VideoEdgeNVRHostID.txt** *(Do Not Change File Type)*

***NOTE:** It is required for registration and used to identify the single target host machine to be supported by license file.*


Close Window [X]
American Dynamics
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VideoEdge NVR v4 and victor - Online Auto Registration Form
Thank you for your purchase of an American Dynamics VideoEdge v4 and victor video management system. Please complete the following software registration form to recieve your valid software license file(s).
For VideoEdge NVR v4:
1. Log onto the NVR v4 via Internet Explorer
2. Go to the LICENSE page
V4.2: http://<nvripaddress>/system/licensing
V4.1/4.0: http://<nvripaddress>/admin-cgi/license
3. Click the GENERATE button
4. Save the NVR generated file
V4.2: VideoEdgeNVRHostID.txt
V4.1/4.0: NVRid
5. Attach the NVR file to this form
(New 1st Time Install & V4.2 Upgrade)
6. Please enter the serial # from the VideoEdge DVD
7. For detail instructions click here
For victor site manager:
1. Launch victor site manager
(Win7: run as administrator)
2. Click on the LICENSING tab
3. Select the GENERATE SYSTEM INFORMATION button
4. Save the victor generated .XML file
5. Attach the .XML file to this form
(New 1st Time Install & V4.2 Upgrade)
6. Please enter the serial # from the victor DVD
7. For detail instructions click here
After all of the information is specified and any required file(s) have been attached, click the Submit button. An email containing the valid software license file(s) will be automatically sent to the specified email address. If there is any questions then email the American Dynamics Licensing Department at LicenseSW@tycoint.com.
Note: Active scripting must be enabled in your Browser settings - (instructions).

B. Access the American Dynamics Product Registration Page

3. **VideoEdge NVR v4 and victor – Online Auto-Registration Form:** Launch Internet Explorer web browser and access the **American Dynamics** web site (http://www.americandynamics.net). Proceed to navigate to the **Support – Register a Product** section and select the **victor/VideoEdge** link to access the correct form.

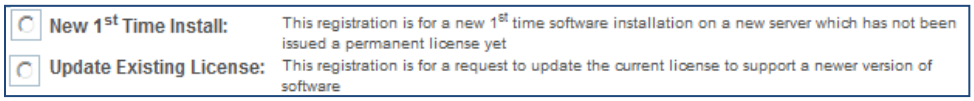
   NOTE: Access to certain pages on the web site (including the registration pages) is only made available for authorized American Dynamics integrators, consultants, Manufacturer Reps and Employees who have logged onto the web site.

C. Select a Product to Register (victor OR VideoEdge)

4. Select one of the following product options which applies to your product registration needs:

D. Select the Registration Type (New 1st Time Install OR Update Existing License)

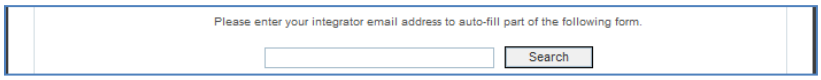
5. Select one of the following registration types:


New 1st Time Install:
This registration is for a new 1st time software installation on a new server which has not been issued a permanent license yet
Update Existing License:
This registration is for a request to update the current license to support a newer version of software

a. **New 1st Time Install**: Select this option if the victor or VideoEdge software serial number has never been registered for a license.

   *NOTE: When the software serial number was initially generated, it was associated with a particular model number and software version that corresponded with the version of software provided with your order. Therefore, the license file that will be generated during a registration for a **New 1st Time Install** will be compatible with that particular version of software. If you require the license to support a different version of software, then you will need to initially complete the **New 1st Time Install** and then return to the online registration form for an **Update Existing License** to select a different version*

   *OPTION: For **New 1st Time Install**, the integrator can enter their email address and click the <**Search**> button to auto-fill the Integrator Information fields. This will be applicable if the integrator has previously registered at least one victor/VideoEdge product.*



b. **Update Existing License**: Select this option if the victor or VideoEdge software serial number has already licensed and if you:

Software Products		Version	Description	Requires A New License?
victor site manager		All	Purchased Add-On Concurrent Client(s)	**YES**
victor site manager		V4.1+	Purchased Add-on Concurrent Agent(s)	**YES**
victor site manager		V4.2	Purchased Add-on Integration Option(s)	**YES**
	VideoEdge NVR	All	Purchased Add-on Camera(s)	**YES**
	VideoEdge NVR	V4.2	Purchased Add-on Video Analytics	**YES**
victor site manager	VideoEdge NVR	All	Purchased Software Support Agreement (SSA) Renewal	**YES**
victor site manager	VideoEdge NVR	All	Upgrade Software Version	**YES**

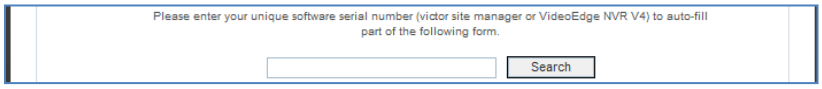
c. **Compatible Software Version**: Select the version of software that you need the license to support:

Updated license to be compatible with V4.2 victor/VideoEdge software
Updated license to be compatible with V4.1 victor/VideoEdge software
Updated license to be compatible with V4.0 victor/VideoEdge software

*NOTE: There are a few restrictions in regards to selecting a version for the **Update Existing License**.*

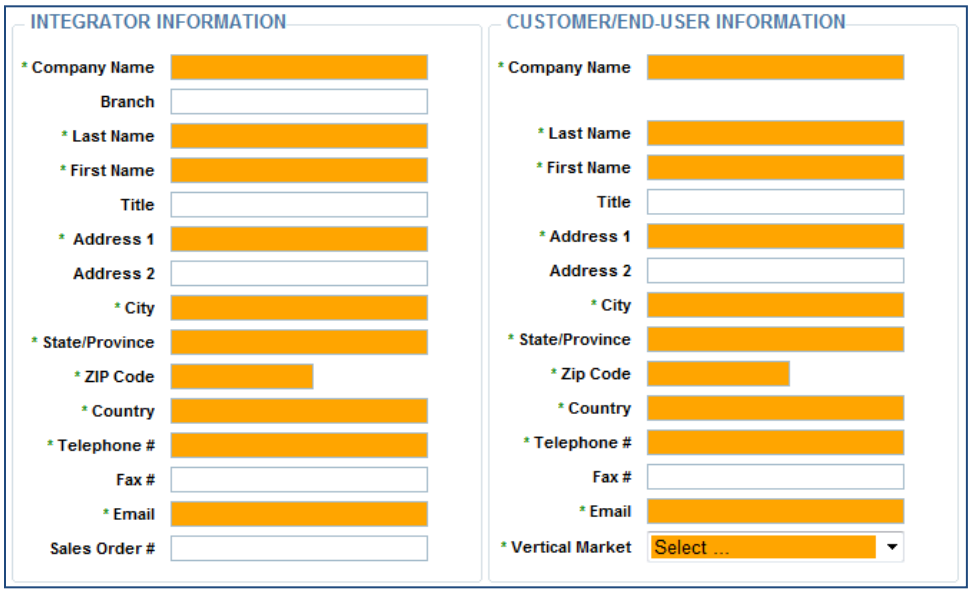
Current Version	Updated Version	Status	Update Scenarios
V4.0	V4.0	Supported	Adding options and/or SSA to current software version
	V4.1	Supported	Upgrade to newer software version (with/without add-on options)
	V4.2	Supported	Upgrade to newer software version (with/without add-on options) ***WARNING**: Upgrading to the latest V4.2 of VideoEdge NVR is **NOT** supported at this time. Therefore, if you select Update Existing License and V4.2, it is assumed that you will be doing a **FRESH NEW INSTALL** on the server.* ***If you wish to retain access to the V4.1 data, then please wait for a later software release (e.g. V4.2.1 version)***
V4.1	V4.0	Supported	Downgrade to older software version
	V4.1	Supported	Adding options and/or SSA to current software version
	V4.2	Supported	Upgrade to newer software version (with/without add-on options) ***WARNING**: Upgrading to the latest V4.2 of VideoEdge NVR is **NOT** supported at this time. Therefore, if you select Update Existing License and V4.2, it is assumed that you will be doing a **FRESH NEW INSTALL** on the server.* ***If you wish to retain access to the V4.1 data, then please wait for a later software release (e.g. V4.2.1 version).***
V4.2	V4.0	**Not Supported**	**Downgrade to older software version is not supported**
	V4.1	**Not Supported**	**Downgrade to older software version is not supported**
	V4.2	Supported	Adding options and/or SSA to current software version
NOTE:** Software must be **In Warranty** or have **valid SSA** in order to perform an **Update Existing License.			

*OPTION: For **Update Existing License**, the integrator can enter the original software serial number and click the Search button to auto-fill the Integrator and Customer/End-User Information fields. This will be applicable if the software serial number was previously used to register the license file.*


Please enter your unique software serial number (victor site manager or VideoEdge NVR V4) to auto-fill part of the following form.
Search

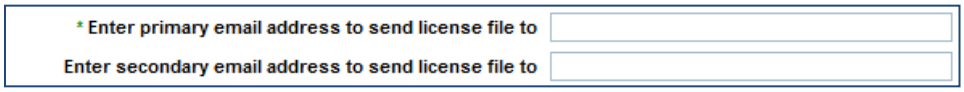
E. Provide the Integrator Information and Customer/End-User Information

6. Fill-out all of the required fields (*) for both the Integrator and Customer/End-User.
   - If you have registered a product before, then the Integrator Information could be auto-filled (see 5A OPTION)
   - If you are registering to get an upgraded license, then both Integrator and Customer/End-User Information could be auto-filled (see 5C OPTION)

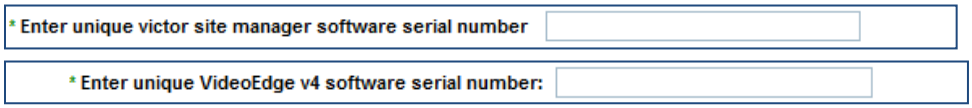


F. Provide the Send To Email Address, Software Serial Number and System-Generated File

7. Enter the Primary and (optional) Secondary email address of the recipient for the auto-generated license file.

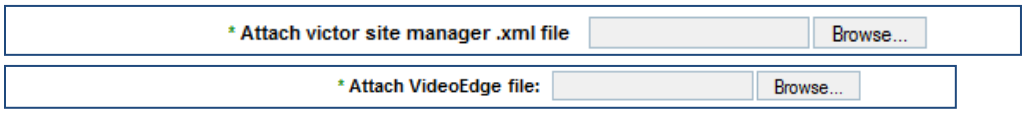


8. Enter the applicable Software Serial Number for the corresponding product to be registered.



ENTER THE SW SERIAL NUMBER	New 1st Time Install			Update Existing License		
	V4.0x	V4.1x	V4.2	V4.0x	V4.1x	V4.2
victor site manager	Required	Required	Required	Required	Required	Required
VideoEdge NVR	Required	Required	Required	Required	Required	Required

9. Enter the applicable System-Generated File for the corresponding Software Serial Number.



SELECT THE SW GENERATED FILE	New 1st Time Install			Update Existing License		
	V4.0x	V4.1x	V4.2	V4.0x	V4.1x	V4.2
victor site manager	Required	Required	Required	n/a	n/a	Required
VideoEdge NVR	Required	Required	Required	n/a	n/a	**Required**

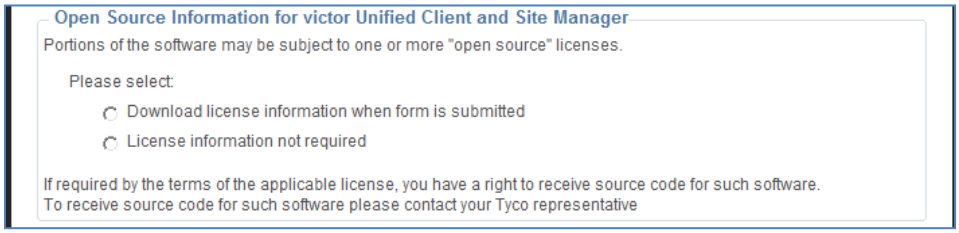
WARNING: Upgrading to the latest V4.2 of VideoEdge NVR is NOT supported at this time. Therefore, if you select Update Existing License and V4.2, it is assumed that you will be doing a FRESH NEW INSTALL on the server.

If you wish to retain access to the V4.1 data, then please wait for a later software release (e.g. V4.2.1 version)

10. Enter any optional comments pertaining to your registration which will be forwarded to the licensing department when any errors occur.

G. Request for Open Source Information

11. If you wish to receive access to the list of Open Source Information that is used in the software product, click on the application option.

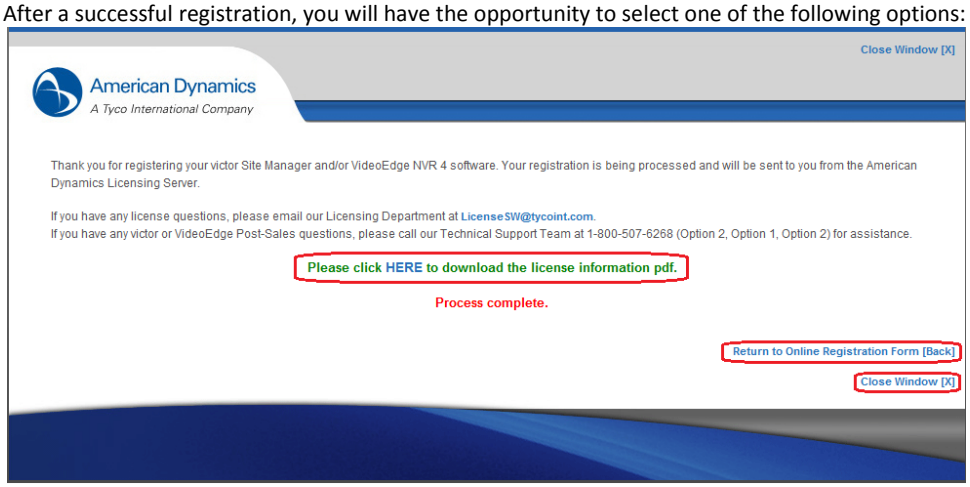

Open Source Information for victor Unified Client and Site Manager
Portions of the software may be subject to one or more "open source" licenses.
Please select:
Download license information when form is submitted
License information not required
If required by the terms of the applicable license, you have a right to receive source code for such software.
To receive source code for such software please contact your Tyco representative

H. Submit the Registration

12. Proceed to click the <**RESET**> to clear all of the fields or <**SUBMIT**> button to register the product. If all of the required information has been provided in valid format, then the system will proceed to process the submitted registration. If successful, then you will be redirected to the success page, receive an email containing the auto-generated license file along with the latest AD licensing instructions. If not successful, then an error message will be posted on the registration form that describes the potential issue(s) and resolution.

I. Continue to Register Additional Products

13. After a successful registration, you will have the opportunity to select one of the following options:


Close Window [X]
American Dynamics
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Thank you for registering your victor Site Manager and/or VideoEdge NVR 4 software. Your registration is being processed and will be sent to you from the American Dynamics Licensing Server.
If you have any license questions, please email our Licensing Department at LicenseSW@tycoint.com.
If you have any victor or VideoEdge Post-Sales questions, please call our Technical Support Team at 1-800-507-6268 (Option 2, Option 1, Option 2) for assistance.
Please click HERE to download the license information pdf.
Process complete.
Return to Online Registration Form [Back]
Close Window [X]

- **Please click HERE to download the license information pdf.**
  If you selected the optional "Download license information when form is submitted," then this link will provide you access to the Open Source Information for the victor Unified Client and Site Manager.

- **Return to Online Registration From [Back]**
  If you wish to register another product, then this link will take you back to the registration form and will also include the previous information to eliminate majority of the data input for sites which have multiple products that need to be registered.
  *NOTE: Additional <**RESET**> button has been added if the information needs to be cleared on the form*

- **Close Window [X]**
  If you are done with registering products, then this link will close the web browser window/tab.

I. Contact Information

14. If you have any questions, then please contact the American Dynamics team:

American Dynamics Video Systems – Contact Information			
Category	**Region**	**Email**	**Phone**
Licensing	**World Wide**	**LicenseSW@tycoint.com**	n/a
Pre-Sales Support (Applications)	**North America**	**adapps@tycoint.com**	**1-800-507-6268 (Option 2, Option 2)** **1-561-912-6259 (Option 2, Option 2)**
	EMEA	**emea.presales@tycoint.com**	(varies based on country, so refer to our web site)
Post-Sales Support (Level 1 Support)	**World Wide**	**American Dynamics Integrator from whom you purchased the product**	
Post-Sales Support (Level 2 Support)	**North America**	**ades@tycosp.com**	**1-800-507-6268 (Option 2, Option 1)** **1-561-912-6259 (Option 2, Option 1)**
	EMEA	**emea.support@tycoint.com**	(varies based on country, so refer to our web site)
General Sales	**World Wide**	**American Dynamics Integrator from whom you purchased the product**	

Summary: 8-Step License Registration for <u>New 1st Time Install</u>:

The following 8 steps are required for a **New 1st Time Install** and receive the auto-generated license(s) via email:

MANDATORY STEPS:	**victor site manager (4.0x/4.1x/4.2)**	**VideoEdge NVR (4.0x/4.1x/4.2)**
1. Select the **Product to Register**	• victor only	• VideoEdge only
2. Select the **Registration Type**	• New 1st Time Install	• New 1st Time Install
3. Enter the **Integrator Information**	• All required fields	• All required fields
*NOTE Enter the **Integrator Email** and click SEARCH. The form will **auto-fill Integrator Information** if integrator has successfully registered at least one software previously online*		

4. Enter the **Customer/End-User Information**	• All required fields	• All required fields
5. Enter the **Email** of the License Recipient	• Primary recipient • *(Optional Secondary)*	• Primary recipient • *(Optional Secondary)*
6. Enter the **Software Serial Number**	• **ESS**xxxxxxxxx	• **NV4**xxxxxxxxxxx
7. Attach the **System-Generated File**	**4.0/4.1:** xxxxx**.XML** **4.2: victor_**xxxxx**.XML**	**4.0/4.1: NVRID-** xxxxxxxxxxxxxxx **4.2: VideoEdgeNVRHostID.txt**
8. **Submit** the Registration	• Click <**SUBMIT**> button	• Click <**SUBMIT**> button
NOTE: *If all of the submitted information is valid, then a successful page will be displayed and the license file will be automatically generated and immediately emailed to the designated license recipient(s), along with instructions on how to apply the software license.*		

Summary: 9-Step License Registration for <u>Update Existing License</u>:

The following 9 steps are required to **Update Existing License** and receive the auto-generated license(s) via email:

MANDATORY STEPS:	**victor site manager (4.0x/4.1x/4.2)**	**VideoEdge NVR (4.0x/4.1x/4.2)**
1. Select the **Product to Register**	• victor only	• VideoEdge only
2. Select the **Registration Type**	• Update Existing License	• Update Existing License
3. Select the **Software Version** to Support	• V4.0 or V4.1 or V4.2	• V4.0 or V4.1 or V4.2
*NOTE Enter the **Software Serial Number** and click SEARCH. The form will **auto-fill both Integrator Information and Customer/End-User Information** if the software was previously registered online during New 1st Time Install*		
4. Enter the **Integrator Information**	• All required fields	• All required fields
5. Enter the **Customer/End-User Information**	• All required fields	• All required fields
6. Enter the **Email** of the License Recipient	• Primary recipient • *(Optional Secondary)*	• Primary recipient • *(Optional Secondary)*
7. Enter the **Software Serial Number**	• *Auto-Filled by above SEARCH (**ESSxxxxxxxxx**)*	• *Auto-Filled by above SEARCH (**NV4xxxxxxxxxxx**)*
8. Attach the **System-Generated File**	4.0/4.1: n/a **4.2: victor_**xxxxx**.XML**	4.0/4.1: n/a **4.2: VideoEdgeNVRHostID.txt**
9. **Submit** the Registration	• Click <**SUBMIT**> button	• Click <**SUBMIT**> button
NOTE: *If all of the submitted information is valid, then a successful page will be displayed and the license file will be automatically generated and immediately emailed to the designated license recipient(s), along with instructions on how to apply the software license.* ***WARNING: Downgrading software from V4.2 to an older version is <u>NOT</u> supported.*** ***WARNING: Upgrading to the latest V4.2 of VideoEdge NVR is <u>NOT</u> supported at this time. Therefore, if you select Update Existing License and V4.2, it is assumed that you will be doing a <u>FRESH NEW INSTALL</u> on the server.*** ***If you wish to retain access to the V4.1 data, then please wait for a later software release (e.g. V4.2.1 version)***		

On the success page, you will have the following options:

- *Go back to the registration form to register another product. The updated site will now maintain the same information previously submitted (e.g. **INTEGRATOR and CUSTOMER/END-USER INFORMATION**) to reduce the amount of required key strokes required to register another product for the SAME customer site.*
- *Exit out from the registration page*

Troubleshooting Guide

POSSIBLE ISSUES	**REGISTRATION CATEGORIES**	**NOTIFICATIONS**	**INSTRUCTIONS TO TROUBLESHOOT**
Required field is left blank or unselected	• New 1st Time Install • Update Existing License	• Post an error message on the form: **Please verify your information** • Form will automatically highlight the field(s) that require input	• Fill-in the required fields and resubmit the registration. *NOTE: Must select any required file attachment(s) before clicking the **Submit** button.*
Invalid File Attachment	• New 1st Time Install • Update Existing License	• Post an error message on the form: **Error: Please attach a victor site manager**	• Select the correct software-generated file attachment and then click **Submit**.

	(for V4.2 only)	**.xml file** **Error: Please verify your attached VideoEdge NVR file**	**victor V4.0/4.1 = ".xml"** **VideoEdge V4.0/4.1 = "NVRid"** **VideoEdge V4.2 = VideoEdgeNVRHostID.txt**
Invalid File Attachment	• New 1st Time Install **(for V4.2 only)** • Update Existing License **(for V4.2 only)**	• Post an error message on the form: **Serial number ??????????????: The attached victor Site Manager file is invalid, so please provide a valid file or contact LicenseSW@tycoint.com for assistance.**	• Select the correct software-generated file attachment and then click **Submit.** **victor V4.2 = ".xml" generated by V4.2** **victor V4.1/4.0 = ".xml" generated by V4.1/4.0**
Invalid Serial Number	• New 1st Time Install • Update Existing License	• Post an error message on the form and emailed to LicenseSW: **Serial number ??????????????: Our records show that the Serial Number is invalid, so please check the Serial Number and register again**	• Check the software serial number label on the back of the victor or VideoEdge disc case and re-enter it into the registration form. *NOTE: Must reselect any required file attachment(s) before clicking the **Submit** button.*
Invalid Update Path	• Update Existing License	• Post an error message on the form and emailed to LicenseSW: **Serial number ??????????????: This update path is NOT supported. Please contact LicenseSW@tycoint.com for assistance.**	• If the software serial number was previously registered and licensed for V4.2, then you cannot go backwards to an earlier version (e.g. V4.1 or V4.0), only stay at the same or go to a higher version (if available).
Expired SSA	• Update Existing License	• Post an error message on the form and emailed to LicenseSW: **Serial number ??????????????: Our records show that the software warranty or SSA has expired, so please contact your local American Dynamics integrator to purchase a Software Support Agreement before registering for an updated license**	• Contact your local American Dynamics integrator to purchase a Software Support Agreement (SSA) for your product. • After receiving confirmation that the SSA order has been processed, return to the Online Auto Registration Form and resubmit your license request.
License was previously issued	• New 1st Time Install	• Post an error message on the form and emailed to LicenseSW: **Serial number ??????????????: Our records show that a license was previously issued for the Serial Number, so please check the Serial Number and try again using the correct registration option**	• Check the software serial number label on the back of the victor or VideoEdge disc case to make sure that it is the correct one that needs to be licensed. • If the software serial number was previously licensed, then under the REGISTRATION INFORMATION, select **Update Existing License** option and then select the version of software (V4.2 or V4.1 or V4.0) which is currently installed on your server before clicking the **Submit** button. *NOTE: Must reselect any required file attachment(s) before clicking the **Submit** button.*
License has never been issued	• Update Existing License	• Post an error message on the form and emailed to LicenseSW: **Serial number ??????????????: Our records show that a license has never been issued for the Serial Number, so please check the Serial Number and try again using the correct registration option**	• Check the software serial number label on the back of the victor or VideoEdge disc case to make sure that it is the correct one that needs to be licensed. • If the software serial number was never licensed, then under the REGISTRATION INFORMATION, select **New 1st Time Install** option and then select the version of software (V4.2 or V4.1 or V4.0) which is currently installed on your server before clicking the **Submit** button.
Other Errors	• New 1st Time Install • Update Existing License	• Post an error message on the form and emailed to LicenseSW: **An error occurred with this registration, so please contact LicenseSW@tycoint.com for assistance.**	• Manually send an email to LicenseSW@tycoint.com with details about your licensing issue (Software Serial Number and System Generated File - XML for victor site manager - NVRid/VideoEdgeNVRHostID.txt for VideoEdge so that someone can assist you.
NONE	• New 1st Time Install • Update Existing License	• Successful page will be displayed. • Email containing the License File(s) and Licensing Instructions is sent to the designated License Recipient(s) and LicenseSW.	• Save the attachment files from the email. • Follow the directions outlined in the AD Licensing Instructions PDF document on how to apply the license file.
Please try to follow the action items provided before contacting technical support for any assistance.			